

Section 1

Goals

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NITC Vision Statement

Promote the use of information technology in education, health care, economic development, and all levels of government services to improve the quality of life of all Nebraskans.

NITC Mission Statement

"The mission of the Nebraska Information Technology Commission is to make the State of Nebraska's information technology infrastructure more accessible and responsive to the needs of its citizens, regardless of location, while making investments in government, education, health care and other services more efficient and cost effective."

NITC Goals and Objectives

The NITC has adopted the following goals and objectives. The objectives are cross-referenced to specific action-items of the Community Council (CC), Education Council (EC), State Government Council (SGC), and Technical Panel.

1. Support the development of a robust statewide telecommunications infrastructure that is scalable, reliable and efficient. Objectives:
 - 1.1. Facilitate pilot projects to demonstrate the viability of aggregating and leveraging public sector purchases of telecommunications services to promote a robust telecommunications infrastructure (NETCOM). Develop institutional arrangements, define a technical architecture, and adopt a timeline to achieve statewide expansion of the NETCOM infrastructure. (TP 1.1, EC 1.2)
 - 1.2. Study the feasibility of sharing networks and network support functions serving multiple sectors (Nebraska Network Feasibility Study). (TP 1.2, EC 1.1 and 1.3)
 - 1.3. Identify the levels of telecommunication services that different sectors will require, including business, health care, and education. Identify strategies to achieve these levels of service, including the role of communities. Monitor differences in service levels and cost. (TP 1.3)

2. Support the use of information technology to enhance community and economic development. Objectives:
 - 2.1. Provide guidance and assistance to community technology committees, including coordinating efforts to implement the Technologies Across Nebraska action plan. (CC 1)
 - 2.2. Develop a vision and strategy for expanded use of telehealth. (CC 2)
 - 2.3. Support strategies for developing "intellectual infrastructure". (EC 2.1, 4.1, and 4.2)
3. Promote the use of information technology to improve the efficiency and delivery of governmental and educational services, including Homeland Security. Objectives:
 - 3.1. Support planning and coordination of information technology investments relating to Homeland Security. (CIO Staff)
 - 3.2. Support successful implementation of the Nebraska Information System (NIS). (TP 3.1)
 - 3.3. Support implementation of the state's E-government strategy. (SGC 1.1, 1.2, and 1.3)
 - 3.4. Adopt technical standards, guidelines and enterprise methods to promote efficient use of information technology. (SGC 2.1 and TP 2.1)
 - 3.5. Promote activities to protect the security of information technology systems. (SGC 2.1; TP 1.2 and 2.1)
 - 3.6. Define the role of the NITC with respect to local government technology issues, and the relationship of the NITC to existing state and local coordinating entities. (CIO Staff)
4. Promote effective planning, management and accountability regarding the state's investments in information technology. Objectives:
 - 4.1. Evaluate the existing procedures for project planning and management and technical review of state-owned or state-supported information technology investments. (EC 3.1; SGC 3.1 and 3.2; TP 3.1)
 - 4.2. Document progress in achieving the goals and objectives of the NITC. (CIO Staff)
 - 4.3. Assist the Governor and Legislature by reviewing technology-related budget requests and providing a prioritized list of projects. (TP 3.1)

NITC/CIO Customer Service Policy

General Statement of Operations

The NITC and the Chief information Officer (CIO) emphasize collaboration for establishing goals and carrying out their statutory duties. Success of the NITC and the CIO depends on the willing cooperation of independent, public and private, state and local, entities. State statute explicitly recognizes the importance of "coordinating the state's investments in information technology in an efficient and expeditious manner." (Section 86-1502) The same statute directs the NITC and CIO to achieve this goal in a manner that does not "impede the rapid deployment of appropriate technology or establish cumbersome regulations or bureaucracy. "

Customer Service Strategy

1. Open Process and Participation

Good customer relations require involving representatives of all relevant perspectives in the decision-making process. The NITC has sought to achieve this by insuring broad-based representation on the Community, Education and State Government Councils. In addition, the Statewide Technology Plan provides a means for including the work of other coordinating bodies, such as the Geographical Information System (GIS) Steering Committee and Criminal Justice Information Systems (CJIS) Advisory Committee.

2. Communication

The NITC promotes good communication by making effective use of the Internet. Meeting notices, agendas, minutes, and working documents are posted on the NITC website (www.nitc.state.ne.us). Councils and workgroups have fully developed websites that are linked to the NITC homepage. In addition, NITC publishes an electronic newsletter (NITC.news), which has a distribution list of over 800 individuals.

3. Executive Branch Relations

The Lieutenant Governor serves as chair of the NITC and has direct supervisory authority over the CIO. Gubernatorial appointees or their representatives serve on the NITC, Community Council, Education Council, State Government Council, Technical Panel, GIS Steering Committee, GJIS and

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Nebraska Intergovernmental Data Advisory Council (NIDCAC). Many state agencies are members on one or more of these groups.

4. Judicial Branch Relations

The State Court Administrator has a representative on the State Government Council. The CIO is a member of the Criminal Justice Information Systems (CJIS) Advisory Committee, which promotes data sharing among all entities involved in criminal justice.

5. Legislative Branch Relations

The NITC has invited chairs of the Appropriations and Transportation Committees to discuss their interests regarding the proper role of the NITC. Both committees share oversight responsibilities that include conducting a performance review of the NITC every two years (Section 86-1514). In addition, the Legislature confirms appointments to the NITC and the position of CIO. The Legislative Fiscal Office has a representative on the State Government Council.

6. Local Government Relations

The CIO and the NITC will promote a good working relationship with associations representing local governments for cities, counties, schools and colleges. Representatives of local government serve on the Community Council, GIS Steering Committee, and CJIS.

7. Private Sector Involvement

The NITC has used meetings with telecommunications providers to discuss topics of mutual interest. The Community Council, Education Council, State Government Council and several workgroups include representatives from private sector organizations.

8. Public Involvement

The NITC and CIO promote public involvement by providing a significant amount of information on the NITC web site. This includes meeting notices, agendas, minutes and important documents.